

Hanford Elementary School District

Job Description:

DSF Work Control Technician

DEFINITION:

Organize, oversee and coordinate the DSF office and DSF department activities and communications to relieve the supervisors of routine administrative duties; provide training and work direction to clerical personnel as assigned. Coordinates the flow of communications to/from the office and field. Receives maintenance and operations work order requests.

DISTINGUISHING CHARACTERISTICS:

The DSF Work Control Technician (DSF-WCT) serves as a DSF team member and is responsible for coordinating activities that go beyond general office support to include work order management and optimization, response and decisions on urgent maintenance requests, staff safety training and coordination of SDS information and SDS training for all DSF departments. The incumbent is expected to apply a working knowledge of work order management, facilities operations, OSHA, Hazard Communications (SDS), DSF purchase orders and coordination of DSF/custodial substitute staff. This position exercises independence of action in routine matters, prepares reports and correspondence, handles complaints from the public or employees. Work involves handling of proprietary and private information.

SUPERVISION RECEIVED AND EXERCISED:

Works under the general supervision of DSF supervisors and Facilities Director.

ESSENTIAL FUNCTIONS:

- Oversees and participates in the DSF work control system, ensuring that project based and urgent work requests are received, logged, evaluated and scheduled as work orders to be completed on a timely basis.
- Schedules urgent and preventative maintenance work on a daily, weekly, monthly or annual basis. Discusses the priorities of work to be done with supervisors and school administrators. Provides direction to line staff as needed in the completion of work orders. Provides follow-up reports to school sites summarizing work accomplished.
- Administers and sets the parameters of the computerized work control order program to ensure timely response, establishing automatic PM protocols for work to be done on a routine basis. Coordinates approvals, submission and return of invoices to work management system.

ESSENTIAL FUNCTIONS: (cont.)

- Researches and prepares purchase orders and other documents to ensure timely receipt of parts, services and products; follows through to ensure invoices are timely received and processed for payment. Communicates with vendors and suppliers on parts, projects and service orders, establishing timelines, and confirms service dates.
- Serves as the departments' point of contact for training and trouble-shooting of problems.
- Estimates calendar time, labor hours and skill mix needed to complete work order requests as requested. Plans and schedules work to optimize work efficiency as directed.
- Prepares and audits monthly time records for DSF management timecards as well as the departments of maintenance, grounds, transportation and custodial services as assigned. Maintains leave records and reviews time-off requests by staff to confirm leave availability; providing details of time off requests and schedules to supervisors for approval, ensures proper documentation of all staff absences.
- Researches and prepares a variety of special projects as requested. Prepares trainings for DSF Staff related to safety, hazard communication, use of Pesticides, Safe Schools, heat illness prevention etc. Maintains an updated referral card of emergency and utility contacts for all DSF Staff.
- Creates and maintains the master Safety Data Sheet (SDS) binder for the entire District. Distributes and ensures all school sites and departments hold a current SDS binder at their sites. Develops methods to ensure all SDS and hazard information is appropriately distributed to all required participants and available as needed. Supports and coordinates an SDS web-based management program for staff access to this information.
- Designs forms, pages, brochures, web-pages, flyers, "Power Point" presentations and materials utilizing available technology and graphics programs to support department programs and activities and to support other district interests as requested (Annual Suggested Routes to School).
- Prepares, distributes, and maintains working manuals of programs, rules and billing processes for assigned department(s) as needed (MAP). Prepares a variety reports on work sheets; which may include cost estimates of projects as directed.
- Within areas of expertise, guides district/department staff and administrators in rules and regulations related to specific programs, and services provided by the District.
- Responds to staff work injuries by completing initial report of injury documents.

ESSENTIAL FUNCTIONS: (cont.)

- Interviews visitors and callers on routine matters in the office and over the telephone, answers inquiries, makes appropriate referrals, or schedules appointments for supervisors. Evaluates appropriately the time sensitivity and importance of each request.
- Responsible for departments incoming mail; responds to routine inquiries and requests for copies. Evaluates incoming information for time sensitivity and importance to supervisors.
- Monitors all deadlines and timelines for supervisors, initiates necessary actions within scope of authority sufficiently in advance to allow timely completion.
- Secures custodial, grounds and maintenance substitute staff as needed, ensuring that time records and substitute logs are completed.
- Performs special projects and coordinates special events as assigned. Works directly with outside agencies, public, and staff in developing, organizing, and planning special events and programs. Trains, guides and directs other support staff within department or division to complete work as directed.
- Maintains department, division or program budget records and files. Gathers and compiles information required by administrator for budget development.
- Orders and maintains accurate inventory of office supplies and materials. Orders and maintains equipment inventory for DSF as requested.
- Participates with supervisory staff to determine inventory levels of supplies, parts, construction materials needed for facility operations. Prepares and processes requisitions or purchase orders for supplies and materials as needed or requested.
- Establishes, revises, and maintains filing system as the custodian of DSF records.
- Performs other related duties as assigned and support of the DSF Operations.

NECESSARY EMPLOYMENT STANDARDS:

Knowledge of:

Requires a working knowledge of the special practices, technicalities, and terminology associated with facilities and operations. Requires a good knowledge of two-way radio and telephone communication techniques and etiquette.

Knowledge of: (cont.)

Activities associated with statistical record keeping, confidential record-keeping, staff administration and budgeting.

Requires knowledge of and skill using personal computers and handheld devices to access and use common office productivity software such as word processing, spreadsheets, and database and data communications via e-mail and intranet. Current software and database programs utilized to manage complex databases, graphic and document designs, web-page and visual presentation programs including but not limited to: School Dude, Synergy, KEENAN SDS, Access, Excel, Power-Point)

Proper English usage, grammar, spelling, punctuation, and basic arithmetic skills. Office methods, practices, procedures and equipment, including filing systems, secretarial and telephone techniques and letter and report writing.

Skills and Ability to:

Independently perform all of the duties of the position efficiently and effectively. Work in a fast pace work environment with multiple events occurring simultaneously, while maintaining focus on tasks and timely responses to all requests.

Coordinate and perform complex office and secretarial work with speed and accuracy.

Learn, interpret and explain and apply knowledge of District and department policies, rules, regulations, organization, operations, programs, functions, and special department terminology.

Operate various standard office machines, including computers and word processing, spreadsheet applications and database management. Ability to produce work in modern word processing, spreadsheet and graphics software.

Plan, organize, and prioritize work in order to meet schedules and timelines.

Communicate with students, staff, parents and the public using tact, patience and courtesy and in a manner that reflects positively on the department and District.

To maintain a high degree of confidentiality in preparing and disclosing sensitive information at all times.

Take responsibility and use good judgment within the scope of authority.

Type at a speed of 50 wpm from clear copy.

QUALIFICATION REQUIREMENTS

Education and Experience:

Any combination of education and experience that could likely provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the knowledge, skills and abilities would be:

Education: Associates Degree in business curriculum plus two years of progressive experience in administrative support and financial record keeping.

Experience: Four years of progressive experience in administrative support and financial recordkeeping. Specific experience in construction accounting, work flow coordination in a school district can be substituted for advanced education on year for year basis.

DESIRABLE EMPLOYMENT STANDARDS

Construction Project Accounting experience.

WORKING CONDITIONS:

Environment: Office environment; subject to frequent interruptions.

Physical Abilities: Vision sufficient to read and write printed material and work on a computer screen; dexterity of hands and fingers to operate standard office equipment; sitting for extended periods of time; walking to various sites at the assigned location; bending and reaching to pull and replace binders and files, turning head and trunk to greet visitors in the office; and, hearing and speaking to exchange information in person on the phone and on a two-way radio.

Adopted: 09/27/17